## Streamlining Operations for GPS Mapping Solution

For one of the largest global GPS maps providers

### Challenges

- To rebadge 500+ in-scope employees from two incumbent vendors
- Retention of critical experts enabling a seamless transition
- Historical data availability on critical metrics for setting up process benchmarks
- Knowledge drain due to high attrition

### Solution

**The Infosys BPM team**

- Streamlined quality processes
- Cleared quality backlogs
- Implemented a quality improvement plan
- Provided a robust governance in place to review performance
- Remodeled the training plan to reduce duplication of training and ramp efforts.

<table>
<thead>
<tr>
<th>2.5 million</th>
<th>Issues resolved monthly</th>
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<tbody>
<tr>
<td>20,000</td>
<td>Complex edits resolved per month</td>
</tr>
<tr>
<td>90 days</td>
<td>Advance capacity planning governance</td>
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